

Synthetic Users: Vulnerability Management Policy

Vulnerability Severity Levels:

- 1. Critical Severity:** Vulnerabilities that can cause significant harm to our systems or data and can be exploited easily.
 - Examples include remote code execution, privilege escalation, and data breaches.
- 2. High Severity:** Vulnerabilities that can potentially cause serious harm but are less likely to be exploited compared to critical ones.
 - Examples include local code execution and unauthorized data access.
- 3. Medium Severity:** Vulnerabilities that pose a moderate risk and have less impact on the system's overall security.
 - Examples include information disclosure and denial of service.
- 4. Low Severity:** Vulnerabilities that have minimal impact and are unlikely to be exploited.
 - Examples include minor data leaks and performance issues.

Service Level Agreements (SLAs):

Severity Level	Response Time	Patch/Remediation Deadline
Critical	Within 4 hours	Within 24 hours
High	Within 12 hours	Within 72 hours
Medium	Within 24 hours	Within 7 days
Low	Within 72 hours	Within 15 days

Key Policies:

- **Regular Assessments:** We conduct regular vulnerability scans and assessments to identify potential vulnerabilities in our systems and applications.
- **Automated Patch Management:** For critical and high-severity vulnerabilities, we deploy automated patch management tools to ensure timely updates.

- **Incident Response Team:** A dedicated team is in place to respond to critical vulnerabilities and manage the patching process.
- **Employee Training:** Regular training sessions are conducted for all employees to educate them about the importance of vulnerability management and adherence to SLAs.
- **Compliance and Reporting:** We maintain detailed records of all identified vulnerabilities, actions taken, and patching timelines to ensure compliance with our policy and for auditing purposes.

Our commitment to robust vulnerability management is integral to maintaining the security and reliability of our services, particularly as a growing startup in a dynamic technological landscape.